IN THE UNITED STATES PATENT AND TRADELY OFFICE

In re Patent Application of:

DOMBROSKI

2/166

Serial No. 09/960,416

Confirmation No. 5532

Filing Date: SEPTEMBER 21, 2001

For: SYSTEM AND ASSOCIATED METHODS) FOR PROVIDING CLAIMANT SERVICES)

WITH INCREASED QUALITY

ASURANCE

PECEIVED

Technology Center 2100

TRANSMITTAL OF FORMAL DRAWINGS

Director, U.S. Patent and Trademark Office Washington, D.C. 20231

Sir:

Enclosed are nineteen (19) sheets of formal drawings to be filed in the above-identified patent application.

Respectfully submitted,

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: DIRECTOR, U.S. PATENT AND TRADEMARK OFFICE, WASHINGTON, D.C. 20231, on this 13% day of December, 2001.